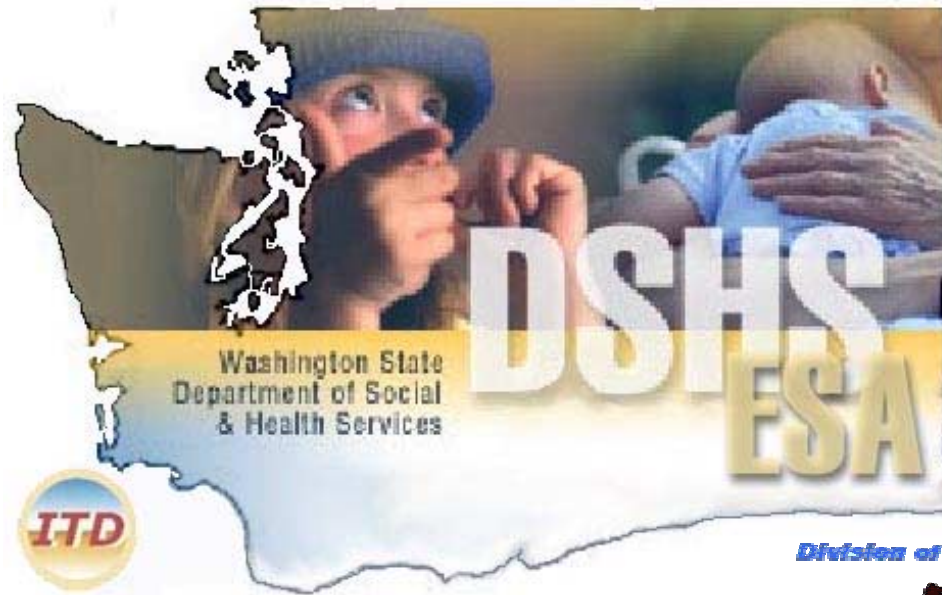# e-Child Care Project
Feasibility Study – Strategy
October 23, 2003

- **Four main components**

  - **Public Access**

  - **Provider Record Management**

  - **Client Record Management**

  - **Payment Process**

What is e-Child Care?

- **Four key automation factors**

  - Provide a method for tracking children's participation at a specific provider

  - Calculate provider payment

  - Match payment to authorized subsidy benefit

  - Generate electronic payment to provider

What is e-Child Care?

Integration and data sharing between systems

- Improved data accuracy -- improves program integrity

- Less reliance on manual processes

- Streamline paying, licensing, and receiving provider data

- Provider and client data integration and access in real time

- Flexible system that responds to changing needs

- Conduct a Feasibility Study, Investment Plan, and RFP to acquire components that will improve WCCC process efficiency and the customer experience by evaluating, identifying, selecting, and finally implementing new technologies known as e-Child Care.

Goals

Build strong client and provider accountability

- Improve program integrity

- Simplify
  - Licensing of providers
  - Eligibility
  - Enrollment
  - Client record keeping
  - Attendance tracking
  - Payment processing
  - Federal reporting

Project objectives

- Meet current and projected state and federal reporting requirements

- Better serve families, providers, licensors, state and local agencies

- Allow outcome measures for the regulated child care system

- Support policy development and planning

- Enhance the operational delivery of services by CSD

- Reduce the effort required to collect child care service information

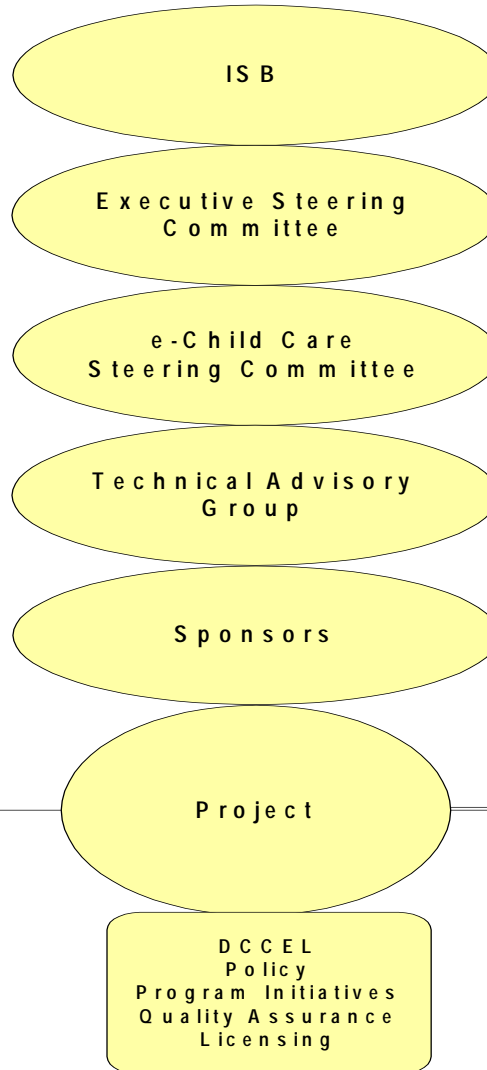- Open another access channel to authorized stakeholders

Project scope

- **Conduct feasibility study**
  - Incorporate specific WCCC needs identified by stakeholders
  - Consider data integration with other systems
  - Identify and evaluate possible system implementation options

- **Develop final recommendation**
  - Apply requirements analysis results
  - Consider the current infrastructure, data systems, and platforms

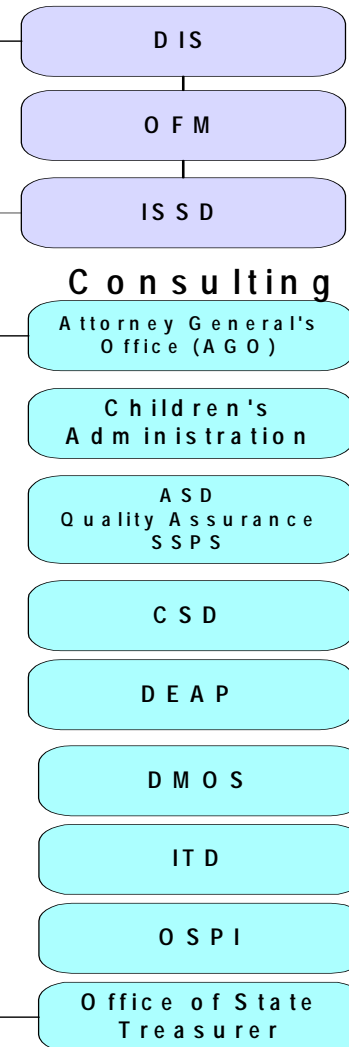- **Prepare RFP for system development**

Project organization

e ChildCare Project

Stakeholders	Governance	Oversight
1. DCCEL-Funded Agencies	ISB	DIS
2. Parent Organizations	Executive Steering Committee	OFM
3. Policy Advocacy Groups	e-Child Care Steering Committee	ISSD
4. Information sharing/coordination groups - Gov't	Technical Advisory Group	**Consulting**
5. Information sharing/coordination groups - Private	Sponsors	Attorney General's Office (AGO)
6. Information sharing/coordination groups - Mixed	Project	Children's Administration
7. Provider Organizations	DCCEL Policy Program Initiatives Quality Assurance Licensing	ASD Quality Assurance SSPS
8. Coordination/ Oversight groups - Government		CSD
		DEAP
		DMOS
		ITD
		OSPI
		Office of State Treasurer

- Strong stakeholder commitment to this initiative.

- We have active, diverse stakeholders.

- Relying upon local initiative to improve service delivery systems.

- Growing data and reporting requirements are a major need.

- Active participation of providers, clients, and other stakeholders is a hallmark of the program.

RFI Results

RFI Results: Responses

- The e-Child Care project received 11 responses to the RFI. They provide a wealth of information of the current state of the art as it relates to child care information systems, and options for moving forward.

- The respondents included:
  - Software and outsourcing vendors
  - Software only providers
  - Component/Service providers
    - Financial/EBT/Funds Transfers
    - Document Management and Imaging
    - Time and attendance tracking
    - Intelligent searching software
  - Child care center-based systems

- The solutions that were presented included a range of different options that could be implemented individually or combined to provide a complete system. These options included:
    - Discrete integrated systems.
    - Child care functionality that has been included in a larger assistance and eligibility system.
    - Child care center and home based child care management systems.
    - School based tracking systems.
    - Local implementation.
    - Point-of-sale attendance systems.

- The proposed technology solutions were as varied as the vendors that responded. They included:

  - Open source software.

  - Web-based solutions using current technology.

  - Mainframe based solutions with client server or web front ends.

  - Client server applications.

  - Point-of-Sale terminal based systems.

  - Proprietary single purpose optimized software.

RFI Results: Funding Models

- **Different approaches to funding a child care system.**

  Most notable:

  - Graduated approach where different components could be installed with more functionality added over time.

  - Application Service Providers where the system, all infrastructure, maintenance, and operations are provided for a negotiated annual fee.

  - Fee for child or payment model where the cost is based on a fixed price per child served.